

Office Administration

23rd to 28th July 2012 at the AMA Executive Conference Centre, Broadway, New York. USA

For Public and Private Sectors

O & M, Admin Guide, Electronic Filing & Records Management,
Public Relations and Project Management

New York

Benefits Include:

- ✓ Ability to Cope With Greater responsibility by addressing the organisational challenges
- ✓ Exposure to international platforms and networking globally
- ✓ Interactive sessions and role playing

Who Should Attend?

- Past attendees of the Symposium for Executive Secretaries and PA's
- Senior Secretaries and PA's
- Senior Administrators
- Advisors
- Public Relations Officers
- Client Relations Officers
- Organisation Reps
- Managerial Assistants
- Project Co-ordinators
- O&M Managers
- Office Managers
- Project Officers
- Executive Officers



Recommend this Course to a colleague and Receive FREE documentation pack for a successful booking

"You can't do today's job with yesterday's methods and be in business tomorrow."

World Leaders in international business conferences, workshops and in-house training



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Other Venues
all around the
world

Johannesburg. London. Canberra. New York. Gaborone. Geneva

08:00 Registration and Morning Coffee

A GUIDE FOR ADMINISTRATIVE PROFESSIONALS

- Productivity and Administrators' evolving role
- Planning and improving work processes
- Identifying improvement opportunities
- Assessing work flow and analysing processes
- Initiating and leading improvement efforts
- Recognition of achievements
- Overcoming resistance to change and gaining commitment from superiors
- Anticipating your superiors needs
- Establishing, trust, credibility and authority to strengthen your relationship with management
- Partnering with other office professionals
- Leading when you are not in a position of authority; straight forward approaches to gain support of key people

The Evolving role of the office administrator

- Incorporation of personal and professional growth at work
- Devising long and short term strategies

Risks

- Definition of Risks
- Disaster recovery
- Disaster review

Planning and Scheduling

How to stay one step ahead — you'll get things done before you're asked and avoid stressful "crisis" situations

- Planning particulars: the who, what, when, where, and how of indispensable work plans. Step by easy step, we'll show you how!
- Identifying and clarifying your priorities: Know what to do when dozens of people and tasks demand your attention
- Merging your priorities with your manager's: Travel on the same track, and get more done!

Decision-Making and Problem-Solving

- Should you "take the initiative"? When to bring a decision to your boss, and when to handle it yourself
- A good decision now is better than a great decision later! Find out how to attack "decision fear" in yourself and others
- Get to the bottom of any problem: a step-by-step technique to "decipher" baffling dilemmas (even complicated, long-standing problems)!
- When you can't solve a problem alone: a 6-point procedure for successful group problem-solving



ORGANISATION AND METHODS (O & M):

Definition: The process of examining how an office works, and suggesting how it can be made more efficient

Advantages of O & M. The systematic examination of activities in order to improve the effective use of human and other material resources

Order of Duties and Practices

Systematic Approach: The use of SREDIM

S - Select the area/process that requires attention, **R** - Record the current situation, **E** - Examine and analyse the existing situation, **D** - Develop, design and evaluate alternative solutions, **I** - Implement the chosen solution, **M** - Maintain and monitor the implemented solution

Organisational Structures

- Spans of Control
- Types of structures:
 1. Horizontal,
 2. Vertical,
 3. hierarchical,
 4. Centralised
 5. Decentralised

Advice on General Organisation Matters

Management and Control

Ensuring that events occur in conformity with plans

- Planning
- Staffing
- Programming
- Monitoring

Monitoring and Measuring Comparative Efficiency

The Flow of Information

- Horizontal Flow
- Vertical Flow

Order of Precedent



Programme

day three

day four

ELECTRONIC FILING & RECORDS MANAGEMENT

Definition

- what are records
- what are files
- Paper to electronic
- life cycle of records
- handling confidential and important information

Electronic Filing

- Identifying various files and their origins
- Performing an information audit electronically
- Designing a file plan
-

Introduction to Electronic records

- Understanding electronic records
- Electronic archiving
- Creating an efficient record system on your PC
- Filing electronically

Electronic content management

- Using NWU style sheets
- Compilation of classification systems
-

Appraisal, Retention, Disposal and Transfer of Vital Records to Archives

- Understanding the life cycle of records
- Variations of electronic records

Cloud Computing

- Benefits
- Flexibility
- Mobility
- Shared records
- Cost effectiveness

PUBLIC RELATIONS

What is Public Relations?
How can Public Relations fit with the business strategy?

Actually doing the Work

What is newsworthy?
Finding out news from your organisation
Sourcing PR information
Thriving Marketing and PR Strategies
Using pictures efficiently-
Choosing and using a PR agency
Market research for PR use

Tact and Judgement

Relating to the media- Getting the interview
Planning and running a PR campaign that really is true and edgy
Understand how journalists work and what they need from you
Produce Press releases that work- Writing a press release – Dos and Don'ts. Getting the attention of the press
How to create a public relations plan that adds value to your business
Feature-tracking – getting your company quoted in regular magazine and on-line journal features

Handling PR Crises

- The rules for handling a PR crisis
- Successful one-to-one press interviews
- Productively utilize Radio and TV opportunities
- The Internet as a PR and Web Marketing tool
- Get the media recognition that your organisation needs

Practical PR

Media Training – session with journalist. How to get your message across; what to do; what to avoid; tricks by journalists and how to counteract them

Reviewing the results – how do you know it is working?
In depth press release writing – advanced session.

Includes: identifying news angles, spotting dangerous avenues, interviewing customers and your own staff, time to practise writing on your own

PROJECT MANAGEMENT WORKSHOP

Basics of Project Management

- Definition of a Project
- Introduction to the key elements of a project
- Phases of a typical project
- Characteristics of a successful project
- Effective project teams
- Importance of deadlines

Initialising a Successful Project

- Identification of project goals and objectives
- Defining the required deliverables
- Conducting a “project scoping exercise”
- Identifying and analysing the risks
- Working out the constraints and dependencies
- Deciding on a strategy for running a project
- Gaining agreement on levels of authority

Preparation- Surviving the project planning stage

- The contents of a project plan
- Steps to develop a plan
- Developing a time schedule
- Identifying milestones
- Setting up a successful administrative system
- Identifying your project’s critical path
- Setting and agreeing on project budgets

Structuring the team- organising roles and responsibilities

- Selecting the structure to organise the project
- Roles and responsibilities
- Clarify in reporting authority lines
- Allocation of tasks and activities
- Getting commitment from team members
- Identification and managing other stakeholders on the project

Leading the Front- Skills for managing a diverse project team

- Management styles for project leaders
- Taking advantage of strengths and weaknesses
- Delegation without losing control
- Effective communication
- Dealing with conflicts within the team

Being on Top Of Things-monitoring and controlling the Project

- Importance of controls
- Using a time schedule and modifying it for the unexpected
- Identification of key areas to monitor
- Monitoring critical paths
- Tracking time resources and costs against the plan
- The use and benefits of project scheduling software

Covering the Bases- Identifying key project issues and risk planning

- Introduction to project risk management
- Identifying, assessing and managing key risks in your project
- Setting up contingency plans
- Other issues that often arise in managing a project

Disaster Management on a Project

- Dealing with changes in scope during the project
- Dealing with the unexpected
- Calling on additional resources to help
- Enhancing the decision making process
- Conclusion and finalising the project
- Wrapping up the details
- Conducting the hand over and outstanding issues
- Preparation of the project report
- Comparisons between achievements and objectives

End of Workshop



Registration Form

Office Administration

Please complete this form and fax it back: + 27 11 234 7323

Registration details

Company Name _____ Country _____
Postal Address: _____ Postal Code: _____
Tel Number: _____ Fax: _____
Nature of Business: _____ Company Size: 0-50 51- 100 >101 >250 > 500+

Delegate Name: _____ Designation _____ Email _____

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Delegate Name: _____ Designation _____ Email _____

Delegate Name: _____ Designation _____ Email _____

CONFERENCE VENUE & DATES:

Date: 23rd to 28th July 2012

Venue: the AMA Executive Conference Centre, Broadway, New York

METHOD OF PAYMENT

Direct Deposit: Cheque:

ACCOUNT NAME: BUDGET CONFERENCES

Banking Details: HSBC BANK UK

Account Number: GB38MILD 4004 0771 4346 75

Branch Name: Kingscross

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Cheques can be made payable to **BUDGET CONFERENCES**

DELEGATE FEE

- A) Conf + Workshop (5 days) = \$ 2,400.00**
 B) Accommodation per night = \$ 100.00
 C) Airport Transfer (2 way) = \$ 100.00
 D) Tour (Optional) = \$ 100.00

Accommodation includes bed and breakfast only

Fees include course documentation, lunch and limited refreshments.

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On behalf of the organisation

Surname _____ Mr/Mrs/Ms

First name _____

Position Department _____

Signature Date _____

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Method of Booking:

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**Forsyth Business Centres, the Podium
number 1 Eversholt Street, London NW1
2DN**

Co. Reg : FCO29403

**Contacts : Johannesburg/London
Phone +27 11 612 3271/+442 075 540 701
Fax : + 27 11 234 7323/+442 075 545 136
Email : comboc@mweb.co.za
Mobile: +27 82 406 0732**